



## FREQUENTLY ASKED QUESTIONS

**Where are the vehicles housed?** All WeCar vehicles will be located at and returned to the Blue Lot; this lot is located next to the Federal Reserve Building across from the Tennessee Tower, on the corner of Rosa L Parks and Charlotte Ave.

**Do I need to use a specific vehicle?** All vehicles have manufacturer placed model type located near the trunk of the vehicle. If you reserved a Passat, you have the choice of any Passat vehicle currently on the lot. If, for any reason, you need to switch vehicles after getting into one, contact WeCar customer service at (877) 599-3227.

**Are any WeCar vehicles permanently assigned to individuals?** No, WeCar vehicles are shared by all approved drivers who are employees of state of TN.

**When should I use the WeCar?** If you are located in the Capitol Hill Campus and you need a vehicle for five (5) days or less, you should reserve your vehicle thru the WeCar program. WeCar's 24/7 access should eliminate the need to take a vehicle rented for State business home for the evening or weekend.

**When should I use Enterprise?** If you need a vehicle for longer than a week; if you are not in close proximity to the Capitol Hill Campus; or you need a specialty vehicle like an SUV, truck or large van, then you should rent your vehicle from Enterprise. You will receive the same discounted rate for these rentals

**How do I make a reservation?** All reservations are made on-line. Once you have joined, simply go to [wecar.com/tennessee](http://wecar.com/tennessee) and set up your reservation. (You may also use the mobile site [m.wecar.com](http://m.wecar.com) to access the reservation from your smart phone.)

### How do I get into the car?

- Walk to the car and hold your WeCar activated access control card or WeCar membership card up to the card reader mounted in the windshield.
- The light will turn yellow, indicating that the system is verifying your reservation.
- Once verified, the light will turn green and unlock the doors.
- NOTE: Please keep in mind that the car will only allow access during your reservation window. (If you reserve the vehicle for 11:00 AM, it will not allow you into the vehicle at 10:58 AM.)

### Where are the keys?

**Picking up:** The keys are located in the glove box and should be removed at the start of the rental. The reservation and access control card are the keys to unlocking the car. The ignition will not turn over unless your card matches the reservation. Use the key as you normally would to lock and unlock the doors throughout your reservation.

**Returning:** When you are ready to return the vehicle, place the key back in the glove box (snap the black key fob back into the key holder) and use your access control card to lock the doors.

**What the hours for the WeCar program?** 24/7, unlike the old MVM Dispatch fleet that was 7 AM-5 PM Monday-Friday.

## FREQUENTLY ASKED QUESTIONS (continued)

**What are my requirements when returning a WeCar?** There are some simple rules:

- The vehicle must be returned no later than the indicated end time of your reservation. If you have to keep the vehicle beyond that time, PLEASE call 1-877-599-3227 and extend your reservation.
- The vehicle must be returned with a full tank of fuel.
- The vehicle should be returned to the same parking spot in the lot that you entered the vehicle. If that spot is not available park in a vacant spot next to the same vehicle type.
- The vehicle should be cleared of all obvious trash.
- There is absolutely NO SMOKING or PETS allowed in the vehicles.
- Failure to follow any of the above rules could result in your Department being assessed a penalty of \$50.00.

**Is the rental car program available state wide?** Yes, any state employee in proximity of an Enterprise Office anywhere in Tennessee can rent a vehicle for business purposes.

**Where do we park?** Presently, we do not have the ability to provide parking for personal vehicles in the WeCar lot. For day use, your vehicle should be safe in a General State Employee Parking lot. For overnight parking, the fenced-in lot at MVM is open from 6:00AM to 6:00 PM or Lot#6 near the Data Center is open from 6:00AM to 6:00 PM are possibilities. However, the operating hours are currently limited, so please plan accordingly. Since the rentals are 24 hour rentals, if necessary, take the vehicle home and return it the next morning. You may need to contact WeCar and extend your reservation. You should also consider using an Enterprise Office located near your home as an alternative. Additionally, MVM is providing a shuttle service to assist you. You can contact them at 327-1449 for your needs. We are also researching options longer term for possible parking facilities with an electronic gate access that addresses employee vehicle parking needs.

**How do I get my travel approved?** Your department or agency will manage reservations within the WeCar, Enterprise and National programs. Please contact your fiscal director if you have not received information on your travel authorization process.

**Is the WeCar/Enterprise Program mandatory?** The WeCar/Enterprise Program replaces the old MVM Dispatch Program that you may be familiar with. The program is available to all State employees and will provide up-to-date vehicles with low mileage and convenient locations. The Program is mandatory only from the point of view that if you need a dispatch or rental vehicle for State business, then you would use the WeCar/Enterprise Program. However, whether or not an employee chooses to take advantage of the WeCar/Enterprise Program, chooses to use their personal vehicle, or some other means of transportation is strictly a decision between you and your department.

**How do I pay for fuel?** If you are using a WeCar, there is a Voyager Fuel Card in the glove box for your fuel purchases, you need to give your receipts to your department. If you are renting from Enterprise, you will need to pay for your fuel and turn in your receipts for reimbursement by your department.

**When do I fuel the vehicle?** Always return a WeCar vehicle with a full tank of gas and free of dirt, debris and personal items. Remember, be courteous to the next driver. Failure to do so will result in a penalty fee.

**What if I find damage to the vehicle?** Employees should complete a walk-around at the start of the reservation. If damage is found, call WeCar customer service at (877) 599-3227.

## FREQUENTLY ASKED QUESTIONS (continued)

**What if the car won't start?** If the date and time of your scheduled reservation is accurate, please confirm that the card reader turns green when you swipe your access control card or WeCar membership card. If you are still experiencing difficulties, please call WeCar customer service (877) 599-3227. Make sure to report the issue to your state of TN administrator.

**What if the car breaks down, or I get a flat tire?** Contact WeCar roadside assistance at (877) 599-3227.

**Who do I contact for problems with the reservation system?** Contact WeCar customer service at (877) 599-3227.

**What if I'm involved in an accident?** Please notify WeCar customer service at (877) 599-3227 and 911.

**Can I use the vehicle for more than one appointment?** Yes, as many as you want. The vehicle is yours to use for the time reserved.

**What if I am going to be late returning the vehicle?** As soon as you realize you will be late returning the vehicle, utilize any of these options:

- Log into the reservation site and click to extend your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to extend your reservation.
- Contact WeCar customer service at (877) 599-3227 to extend your reservation.
- Late fees may apply.

**What if I need to return the car early?** If you need to shorten your reservation after the vehicle is checked out, utilize any of these options:

- Log into the reservation site and click to change your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to change your reservation.
- Contact WeCar customer service at (877) 599-3227 to change your reservation.

**What if I need to cancel my reservation?** If you need to cancel your reservation, utilize any of these options:

- Log into the reservation site (www.wecar.com/tennessee) and click to change your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to change your reservation.
- Contact WeCar customer service at (877) 599-3227 to change your reservation.
- Cancellation fees may apply.

**Who can drive a WeCar vehicle?** Only an approved state of TN employee may drive a WeCar vehicle with an activated access control card or WeCar membership card.

**Can multiple authorized drivers drive during the same reservation?** Yes. If there are multiple WeCar approved employees going on a trip together, any of them may drive the vehicle regardless of who has it reserved. However, only the reserving employee's access control card or WeCar membership card will work to start and end the reservation. Please contact WeCar customer service at (877) 599-3227 with any questions.

**Can family or friends ride with me?** No, as State funds are paying for the cost of the rental, State rules prohibit non-State riders in the vehicles. You can request an exemption to the rule in writing from the Commissioner of General Services.

